

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:

Edward J. Coad

Application No.: 10/814,954

Filed: March 31, 2004

For: Automated Customer Exchange

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Examiner: Siegfried E. Chencinski

Art Unit: 3695

Confirmation No: 7234

Attny. Docket No. 14846-24

**AMENDMENT**

Sir:

This communication is being filed in response to the November 9, 2009 Final Office Action issued in connection with the above-referenced application. A response to the November 9, 2009 Final Office Action is due February 9, 2010. Accordingly, this response is being timely filed.

**Amendments to the Claims** are reflected in the Listing of Claims which begins on page 2 of this paper.

**Remarks** begin on page 5 of this paper.